GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2726
ANSWERED ON:05.12.2002
SUPPLY OF INFERIOR QUALITY OF BLANKETS IN RAJDHANI EXPRESS
S. SAIDUZZAMAN

Will the Minister of RAILWAYS be pleased to state:

(a) whether the attention of the Government has been drawn towards the news - item published in Rashtriya Sahara dated November 6, 2002 under the caption ` Yatri Suvidha Varsh may Ghatiya Kambal Miltey rahey hain - Rajdhani Express main`;

(b) if so, the action taken in this regard ; and

(c) the efforts being made to provide superior quality food, blankets, beddings, towels etc. to the passengers in the various trains?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a) to (c) : News item published in Rashtriya Sahara dated November 6, 2002 under the caption ` Yatri Suvidha Varsh may Ghatiya Kambal Miltey rahey hain- Rajdhani Express main` has come to the notice of Government.

Railways procure blankets, beddings, towels etc., as per well defined specifications from reputed manufacturers or their authorized dealers. The supplies are inspected by the nominated inspection agency before acceptance. To ensure that the supplies are as per laid down specifications, various checks are also carried out from time to time. Railways make all endeavor to serve good quality catering services in trains and Railway premises which includes review of menu, introduction of three piece casserole packed meal in place of open thali, introduction of eco-friendly packaging materials, supply of curd in kullarhs, ensuring ISI approved packaged drinking water, procurement of reputed brand eatables etc. Frequent and surprise checks are conducted by officers at various levels from Commercial and Health Directorates. Whenever any discrepancies come to light, stringent punitive action is taken to curb complaints of such nature. With a view to upgrade and professionalise catering services on Indian Railways, Ministry of Railways have set up Indian Railway Catering and Tourism Corporation (IRCTC).